i-911™

VoIP E9-1-1 Solution

Call Back Number
AND
Location Information
From a VoIP
9-1-1 Call.

More and more consumers are demanding reliable 9-1-1 service from their VoIP providers. For many consumers, access to emergency services is the one area they won't compromise on.

To stay competitive in today's market, you need a 9-1-1 solution that is reliable for your customers and flexible enough to grow with the rapid rate of change in VoIP technologies and 9-1-1 standards.

Until now, the only available solutions require the providers to deliver voice-only with no callback number and no location information. It is an accident waiting to happen.

HBF's i-911 service addresses the deficiencies in other commercially available solutions by providing PSAPs the callback number and location information from an emergency call – in real time.

i-911 VoIP Solution

- Delivers location and callback information delivered in a PSAP configurable format

- Deploys easily

- Provides a clear migration path as 9-1-1 standards evolve

- Routes correctly to the appropriate PSAP, not a default PSAP

- Creates minimal operational and financial impact on PSAPs

- Available for immediate implementation

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i-911 VoIP Call Flow
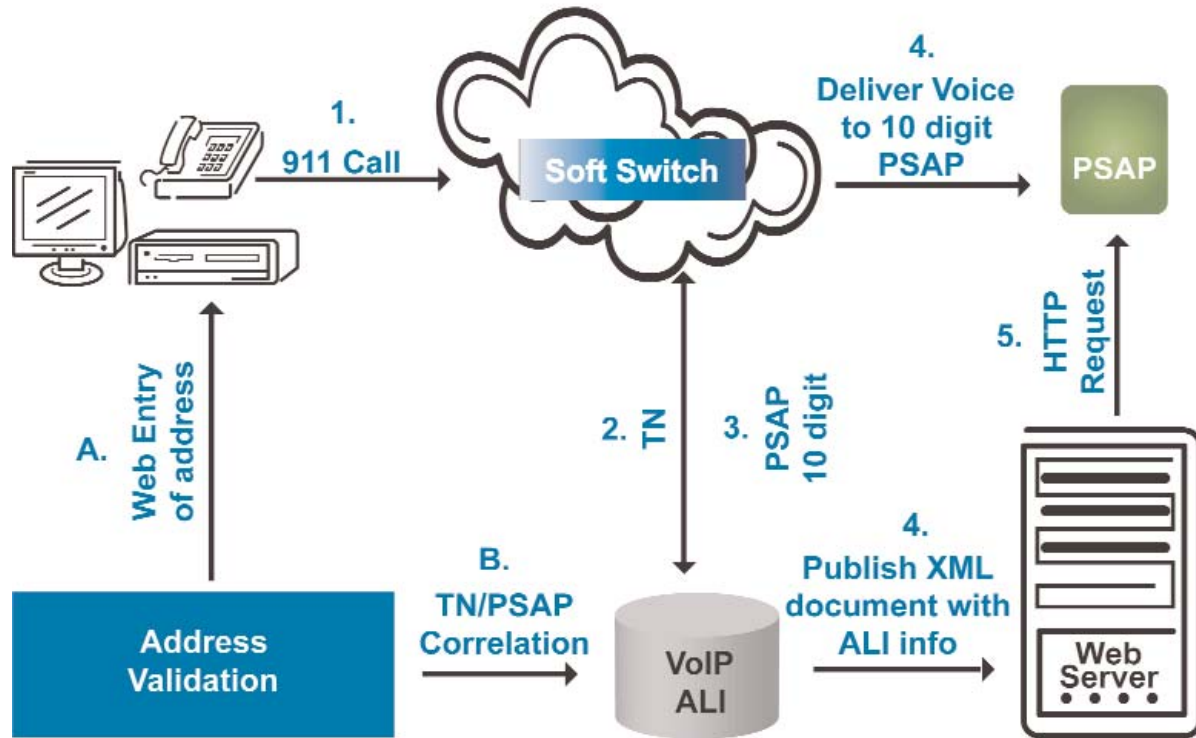
Pre-call set-up
A.   Address validation occurs prior to call. For static locations (i.e. cable customers), this is done at initial setup of VoIP service. For mobile users who change fixed locations, the user has the option to store multiple addresses or change the address using web-based front-end.
B.   Based on the customer's address, a PSAP is designated for their phone number.

Five steps for HBF i-911
1.   The customer makes 9-1-1 call. The VoIP provider's softswitch identifies the call as 9-1-1.
2.   The softswitch queries HBF i-911 with the TN of customer.
3.   HBF i-911 does a lookup and returns designated 10-digit number for PSAP.
4.   The softswitch routes the call to the PSAP using a 10-digit number. Simultaneously, i-911 delivers callback number and location information via XML to the web server in service provider's data center.
5.   The call is received at PSAP. Location and callback information for the caller pops up on a secure browser for the PSAP call-taker.

HBF's i-911 solution is a significant step ahead of its competitors. It is revolutionary in that it emulates the current wireline environment with the delivery of location information and callback number while requiring minimal changes for the PSAP. It is also designed to be evolutionary in that its modular design has been architected to grow as the industry standards and technologies mature.